

How to request IT Support

IT SUPPORT FOR REMOTE LEARNERS AND WORKERS



1.) GO TO THE IT SUPPORT WEBPAGE

A dedicated web page has been set up to provide IT support for **all** students.

<https://itsupport.cns.catholic.edu.au>

2.) CLICK ON THE LOG SUPPORT REQUEST ICON

To log a support request click on the *Log Support Request* icon or the link.



3.) COMPLETE ONLINE FORM

Provide as much information as you can about your issue, including the type of device, detailed description as well as your school email and school.

Don't forget to submit the form.

4.) REQUEST WILL BE LOGGED

Your request will be logged in CES Helpdesk and automatically allocated to the IT tech who supports your school.



5.) CALL BACK TIME

You will receive an email to your school email address, from your tech to schedule a **Google Meet** to resolve your issue.

Your tech may use other digital tools to help resolve your issue.

6.) ISSUE RESOLVED

Your tech will work to resolve your issue. Tech's are limited what can be done remotely and on your home personal device.



Note: An adult needs to be present during the **call back**